

Programmes Objectives

QQI Level 5 Customer service 5N0972

The purpose of this course is to prepare the Learner with the knowledge, skill and competence to provide effective customer service within a work, social or voluntary environment, operating independently while under general supervision.

Learning Outcomes

1. Examine the principles of customer service within a range of environments
2. Identify the key features of good customer service, to include distinguishing between different kinds of customers, making a good first impression, meeting customer needs, catering for diversity and disability, understanding and responding to customer perceptions
3. Explain the standards or rating system by which customer service is developed and measured in an industry-specific area
4. Identify, for a vocationally-specific area, key elements of consumer legislation and the functions of associated regulatory organisations providing customer protection, representation and redress
5. Explain how customer service enhances organisational effectiveness and success, to include practical examples of organisations with good customer care
6. Describe how customer perceptions can be influenced, to include elements such as the physical environment, printed materials, the personal presentation and conduct of a customer contact person
7. Apply the personal skills, qualities and attitudes required to perform effectively when dealing with customers, to include active listening skills, positive body language and observation of customer behaviour
8. Use appropriate communication technologies to include, telephone, audio visual, conferencing, email and other interactive media in a range of customer service situations
9. Use written and verbal skills to include appropriate style, language and tone
10. Handle a range of correspondence and records providing a service to the customer, to include orders, invoices, payments, and correspondence made both in writing and electronically
11. Respond to customer complaints and compliments in accordance with organisational policy
12. Handle a range of challenging situations, to include late and unexpected arrivals, customer errors, difficult customers, changing environments
13. Demonstrate team or group work in providing customer care, to include allocation of roles and responsibilities, good communication and feedback, awareness of personal strengths and weaknesses when dealing with customers.

Assessment/Exams/Skill Demonstration

Portfolio x5 (50%) Skill Demonstration x5 (50%)

Duration

10 X Days (one per week) plus self-directed fully supported learning

Learner Progression

Learners who successfully complete this course may use the associated credits towards a Major Award.

For further information please call us on (01) 802 0417